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## PureMessage Web FAQ January 6, 2005

### What is *Pure Message End User Web Interface*?

The '*PureMessage Web*' enables you to access email-filtering features to manage your quarantined email messages from the web.

### What is *PureMessage*?

*PureMessage* is the product name for our anti-spam/anti-virus protection at the gateway. *Sophos* is the vendor who makes *PureMessage*.

### How do I get into the web page?

The address is: <https://webmail.iowa.gov/spam/>

After going to the above address, you will see a login screen. (*See example at the bottom of this document.*)

Enter your email address and password to log in.

### How does the web page work?

There are three parts to the web manager:

**Navigation Menu:** a menu along the left-hand side of the web page

**Main Page:** the main page with links to Blocked Messages, Deleted Messages, Approved Senders, Blocked Senders, and Options

**Email Message Viewer:** a place to click on the subject to view the message

Also, there is a **Help** button with detailed information on how to use *PureMessage Web*.

*See example at the bottom of this document.*

### How will I know I have quarantined email?

Your digest email sent to you at 3pm each day will be a reminder there are quarantined messages needing your attention.

You can also save the web page link in your Favorites folder to periodically check your quarantined messages throughout the day.

## **How long will a message sit in the quarantine?**

Messages will stay in the quarantine for 14 days. After 14 days, they are deleted.

## **Why does my newsletter (or whatever) get quarantined?**

There could be a several reasons. It may have HTML features that are ranked high on the spam scale. Or, the sender's domain may be listed on a "black list". When the web feature is implemented, users will be able to add trusted senders to their acceptable senders list, or "white list", which will prevent their newsletter (or whatever), from being quarantined.

## **Can you give us a short tutorial on what the SPAM filter looks for in scoring messages as SPAM/notSPAM?**

It's quite complex. (If it were simple, we wouldn't have the spam problem that exists today.)

A short list of what it looks for:

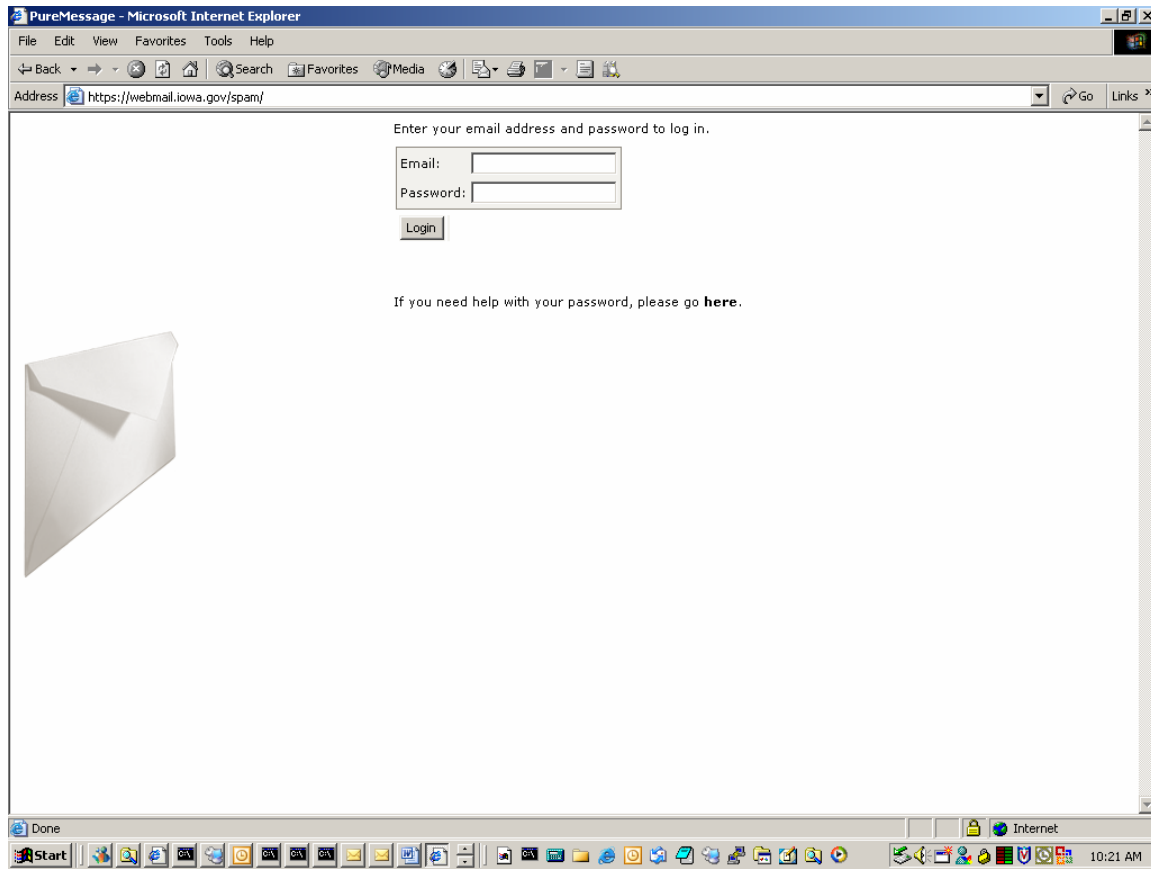
- a variety of HTML coding techniques spammers use
- black lists (IP addresses of known sources of spam)
- DNS checks, like reverse look-up
- looks for odd things like dates in the future
- lines of "yelling", such as a lot of exclamation marks
- look alike words, such as 1nterest r@te
- excessive traffic from same place
- dictionary attacks - going through all words for a given domain, etc.
- modifying email headers

And after checking all that (and many more items), it applies math algorithms for each "violation" and gives it a score, and then the entire message it's rating.

## **What will the cost be?**

There is no cost. The product has been purchased with Homeland Security funds and the license runs out in three years.

Example of login screen:



Below is an example of the web page after logging in:

